MITEL

MITEL SX-200 EL/ML

ACD TELEMARKETER® Agent Guide for the Superset™ 4015 and 4025/4125

Contents

Introduction

This guide provides instructions for using ACD features on SUPERSET 4015 and SUPERSET 4025/4125 telephones. Refer to your SUPERSET 4015 or SUPERSET 4025/4125 User Guide for information on non-ACD features, and for a description of your telephone.

One of the personal keys on your set is programmed as a **MAKE BUSY** feature key. A second personal key is programmed as a **QUEUE STATUS** feature key. As an ACD agent, you'll use the features associated with these keys.

The instructions in this guide assume that you are using either a headset or the Auto Answer feature (see "Answering Calls" and "Using a Headset").

IMPORTANT NOTE FOR HEADSET USERS: MITEL's Headset with Feature Control Switch (PN 9132-800-500-NA) must be installed in the dedicated headset jack (the jack nearest the front of the set). Installation will disable your handset microphone. Disconnecting the headset at the jack or at the quick-disconnect plug restores handset operation.

Logging In and Out

Your supervisor should have assigned you an agent identification number. This number allows you to access the ACD system. Check with your supervisor if you don't have an agent identification number.

Note: *You can't program your set's personal keys while you're logged in.*

To log in:

1. Enter the Login/Logout feature access code.
2. Enter your agent identification number.

   If you log in successfully, you hear dial tone, ACD LOGIN appears in the display, and the status indicator beside the **MAKE BUSY** feature key turns on.

   If you're unsuccessful, you hear error tone (continuous beeps) and INVALID, NO ACCESS, or INVALID KEY appears in the set display. Contact your supervisor if you can't log in.
3. On SUPERSET 4015 telephones, Press your **PRIME** line select key (bottom personal key).

   On SUPERSET 4025/4125 telephones, Press **SPEAKER**.

To log out:

1. Enter the Login/Logout access code.

   You hear dial tone, ACD LOGOUT appears in the display, and the status indicator beside the **MAKE BUSY** feature key turns off.
2. On SUPERSET 4015 telephones, Press your **PRIME** line select key (bottom personal key).

   On SUPERSET 4025/4125 telephones, Press **SPEAKER**.

Answering Calls

You may prefer to answer your calls automatically using the Auto Answer feature. When you receive a call, you hear one short ring before being automatically connected to the caller. To end the call, you press **CANCEL**.

Note: *On* SUPERSET 4015 *telephones, the Auto Answer feature works only if your set is in Headset mode.*

To set or cancel Auto Answer:

- Press the **AUTO ANSWER** feature key.

  AUTO ANSWER ON or AUTO ANSWER OFF appears briefly in the display to indicate that the feature is on or off.

  The status indicator for the **AUTO ANSWER** feature key turns on when Auto Answer is activated. The status indicator is off when Auto Answer is cancelled.

Note: *Never leave your telephone unattended while Auto Answer is on.*

Using a Headset

Note: *Your system administrator may have enabled full-time headset operation on your telephone. Telephones with full-time headset operation enabled must be operated only with headsets.*

A headset can be used either in regular answer mode or with the Auto Answer feature programmed.

Most headsets are installed using the same jack that the handset plugs into. MITEL's Headset with Feature Control Switch (PN 9132-800-500-NA) plugs into the dedicated headset jack (the jack nearest the front of the set).

To Install a Headset (no feature control switch)

To install the headset for your use, perform the following tasks:

1. When the telephone is not in use, lift the handset from the cradle and carefully turn the set upside down.
2. Unplug the handset cord where it connects to the telephone.
3. Plug in the headset cord in the same place.
4. Store your handset in a safe place.

To return to handset operation, perform the following tasks:

1. When the telephone is not in use, lift the handset from the cradle and carefully turn the set upside down.
2. Unplug the headset cord where it connects to the telephone.
3. Plug in the handset cord in the same place.
4. Set the telephone upright and return the handset to the cradle.
5. Store your headset in a safe place.

To Install a Headset with Feature Control Switch

IMPORTANT NOTE: MITEL's Headset with Feature Control Switch (PN 9132-800-500-NA) must be installed in the dedicated headset jack (the jack nearest the front of the set). Installation will disable your handset microphone. Disconnecting the headset at the jack or at the quick-disconnect plug restores handset operation.

To install the headset for your use, perform the following tasks:

1. When the telephone is not in use, lift the handset from the cradle and carefully turn the set upside down.
2. Plug the headset cord into the headset jack (the jack nearest the front of the set).
3. Set the telephone upright and return the handset to the cradle.

To return to handset operation, perform the following tasks:

1. When the telephone is not in use, lift the handset from the cradle and carefully turn the set upside down.
2. Unplug the headset cord where it connects to the telephone.
3. Set the telephone upright and return the handset to the cradle.
4. Store your headset in a safe place**.**

Enabling/Disabling Headset Operation:

To enable or disable headset operation for headsets on telephones that are not programmed for full-time headset operation:

- Press the **HEADSET** feature key.
- Connect or disconnect the headset at the quick-disconnect plug (Headset with Feature Control Switch only).

Handling Calls with a Headset (no Feature Control Switch):

To answer a call (when Auto Answer is disabled):

- Press the flashing Line Select key.

To hang up:

- Press the **Hang-Up** softkey.

Handling Calls with a Headset with Feature Control Switch:

To answer a call (when Auto Answer is disabled):

- Quickly press and release the Control Switch.

To mute the headset microphone (Headset with Feature Control Switch only):

- Press and hold the Control Switch.

To hang up:

- Quickly press and release the Control Switch.

After Work Timer

After ending an ACD call, you'll be allowed a certain amount of time to complete the work generated by the call before another ACD call is directed to your set.

AFTER WORK TIME appears in the display while timer is counting down. You have the option of canceling the timer and accepting another call before the timer expires.

To cancel the after work timer:

- Press **CANCEL** or **RESUME** (SUPERSET 4025/4125 telephones).

  Your telephone is now ready to receive another ACD call.

Note: *If you make a call or answer a non-ACD call, the timer is automatically cancelled. Be prepared to answer another ACD call when you go on-hook.*

Make Busy

If you require extra time to handle paperwork between calls, or if you must leave your phone unattended for a short period, you can place your set in busy state. When your set is in busy state, ACD calls are not directed to your set.

To place your set in busy state:

- Press the **MAKE BUSY** feature key.

  The status indicator beside the key flashes quickly.

To take your set out of busy state:

- Press the **MAKE BUSY** feature key.

  The status indicator beside the key stops flashing.

Note: *You can press the **MAKE BUSY** key during a call and your telephone will be placed in busy state when you go on-hook.*

Queue Status

If your set is programmed with a **QUEUE STATUS** feature key, the status indicator beside the key shows the status of the call-waiting queue (see "Status Indicators").

Pressing the **QUEUE STATUS** feature key displays queue information for your agent group.

To display the current status of your agent group:

1. Press the **QUEUE STATUS** feature key.

   The display shows the following information from left to right:

   a) your agent group number

   b) the number of calls waiting to be answered

   c) the longest time a call has been waiting.

2. Press **NAME** (SUPERSET 4025/4125 only):

   The display shows the name of your agent group.

3. Press **SUPERKEY** to exit.

Help (SUPERSET 4025/4125 telephones only)

If you require assistance during a call -- perhaps you're unable to answer a caller's question, or you've encountered an abusive caller -- you can press the **HELP** softkey to alert your supervisor or senior supervisor.

This feature isn't available from SUPERSET 4015 telephones.

To alert your supervisor or senior supervisor:

1. Press **HELP**.
   CALL SUPERVISOR? or CALL SENIOR S.? appears.

2. Press **YES** to request help from your supervisor
   -or-
   Press **NO** if you wish to request help from the supervisor of another group. ENTER NUMBER appears in the display. Enter the extension number of the desired supervisor and press **CALL**.

If the supervisor's set is idle, HELP REQUESTED appears briefly in your display. If the supervisor's set is busy, DESTINATION BUSY appears briefly, followed by the ENTER NUMBER prompt. You can then enter the extension number of another supervisor.

When a supervisor has responded to your request, your display shows XXXX INTRUDING, where XXXX is the supervisor's extension number. Your supervisor is automatically placed in a listen-only state, but can join the conversation at anytime.

Status Indicators

The following table shows the status indicator displays for your **PRIME LINE** key**, MAKE BUSY** key, and **QUEUE STATUS** key.

Status Indicators

Key	**Status**	**Indicators**
Prime Line	Idle	Off
	Busy	On
Make Busy	Not Made Busy (but Agent logged in)	On
	Made Busy	Fast Flash
Queue Status	No calls in queue	Off
	Calls waiting before 1st threshold time period.	On
	Calls waiting between 1st and 2nd threshold time periods.	Slow Flash
	Calls waiting longer than 2nd threshold time period.	Pulsed Flash
	Calls have overflowed.	Fast flash

Additional Features

Placing a call on hold:

1. Press the red **HOLD** key.

   The status indicator of the held call flashes.

2. To retrieve the held call, press the line select key next to the flashing status indicator.

Transferring a call:

1. While on a call, press **TRANS/CONF**.

2. Dial the number of the third party.

3. Hang up
   -or-
   Wait until the called party answers and then introduce the caller being transferred. After introducing the caller, hang up. If you receive busy tone or no answer, press **CANCEL** to return to the original call.

Setting up a 3-party conference:

1. While on a call, press **TRANS/CONF**.

2. Dial the number of the third party.

3. When the called party answers, introduce the conference.

4. Press **TRANS/CONF** to form the conference.

Making a directed page:

1. Dial the Direct Paging access code
   -or- Press the **DIRECT PAGE** feature key.

2. Dial the extension number, or press the DSS key of the party being paged.

3. Broadcast your message.

Notes